

Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

FY 2022						FY 2023					
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
80%	80%	81%	83%	77%	83%	81%	85%	83%	83%	77%	82%

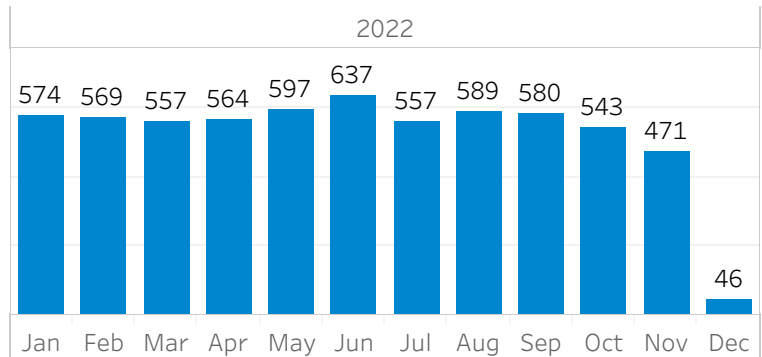
Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	1,986	31.8%
Between 6 - 10 Days	1,496	23.9%
Between 11 - 24 Days	1,605	25.7%
Between 25 days - 2 Months	931	14.9%
Between 3 - 6 Months	130	2.1%
Between 6 - 12 Months	65	1.0%
More than 12 Months	31	0.5%
ERROR	4	0.1%

Monthly Request Volume

Requests Received



Open Requests

By month they were received

